

DIGGING IN TO BEST PRACTICES

Undefined vs Defined Mapping Coverage

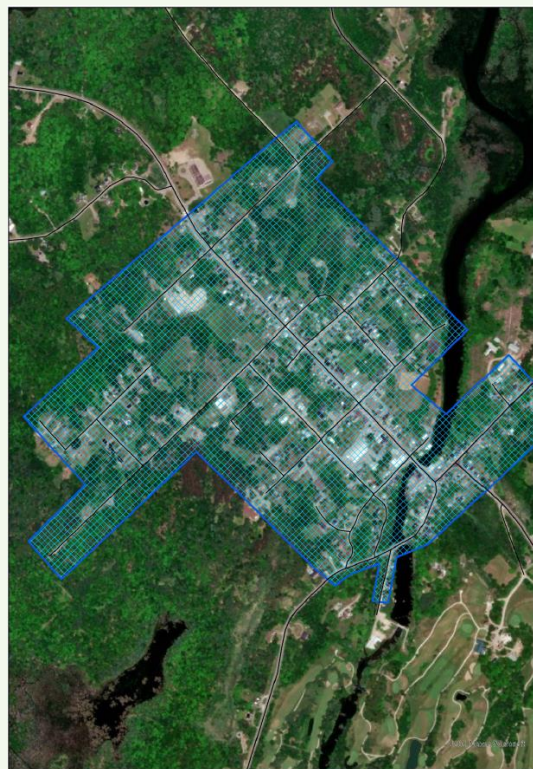
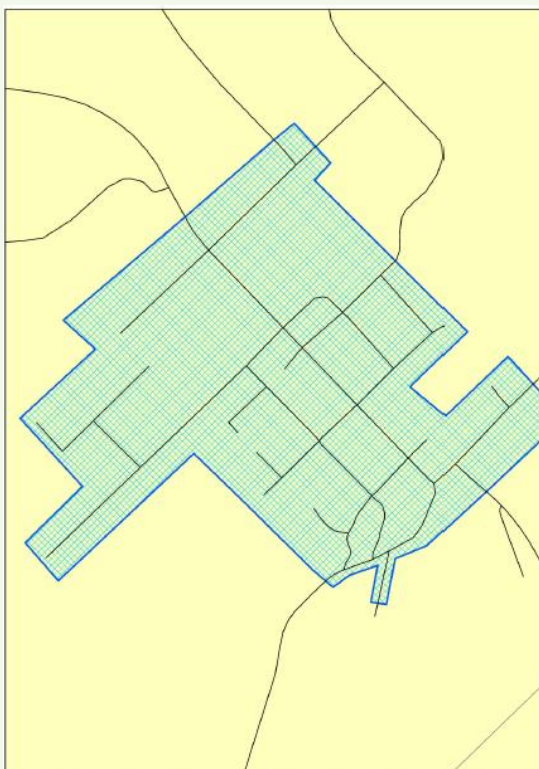
In December 2017, Ontario One Call changed the way in which we notify Members from street segments to map selections. The new map selection-based notification system takes the map selection made by the excavator or Ontario One Call agent and compares it to the coverage our Members have provided. If the two overlap, the Member will be notified and if they do not overlap, the Member will not be notified.

What you need to know...

This has increased the accuracy of notifications considerably, resulting in a reduction of unnecessary notifications. However, this reduction can only be achieved if the Member provides accurate, defined mapping.

Undefined Mapping

The member will receive every request within the blue hatched area.

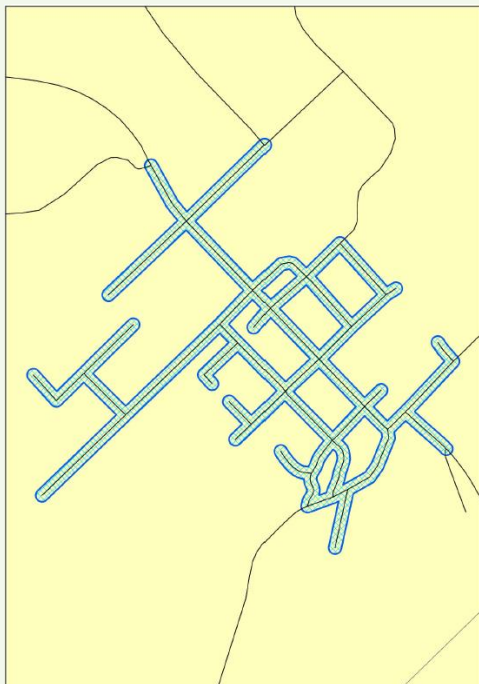


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Undefined vs Defined Mapping Coverage

Defined Mapping

Member has mapping coverage only where they have infrastructure and will receive requests only if the map selection overlaps their mapping coverage.



Why do you want to do this...

By having a defined notification coverage, you reduce your overall notifications; reducing the number of nuisance clears and unnecessary emergency calls makes it easier to maintain compliance with the OUINS Act.

Further, the information submitted in a request is now of a higher degree of accuracy. This, in turn, has helped reduce the number of damages due to incorrect notification information.

How to make changes

Improvements can be sent to Ontario One Call in stages. Start by removing what you do not require a notification for. This could be:

- An area where you have no service coverage
- Areas where you have no underground infrastructure
- Areas where you have only overhead infrastructure

You are able to add any value buffer around your infrastructure but remember that Ontario One Call adds a 10-meter safety buffer to all map selections to account for any map drift or human error.